

July 21, 2010

REQUEST FOR INFORMATION

TO: Video Remote Interpreting (VRI) Providers or Recipients

FROM: Emily Hill, Program Manager
Sign Language Interpreter Management
Office of the Deaf and Hard of Hearing
Department of Social and Health Services

SUBJECT: Request for Information (RFI) Regarding Current Video Remote Interpreting (VRI) Contract Language, Standard Terms, or Standard Conditions

Introduction

The State of Washington, Department of Social and Health Services (DSHS), plans to release a Request for Proposal (RFP) to solicit bids to provide Video Remote Interpreting (VRI) services for DSHS staff and clients. At this time, DSHS employs approximately 18,000 people, with locations across the state of Washington.

Sign language interpreting needs for DSHS are currently met by contracts for in-person interpreting with several interpreter agencies and individuals. Adding VRI services will enhance what is currently available by providing last minute or brief interpreting services as well as services in more remote or rural areas that are currently underserved.

Services/Information Sought

DSHS would like to have a sampling of several different VRI contracts or terms in order to write a comprehensive and appropriate RFP.

DSHS is asking current providers or recipients of VRI services to share any or all of the following:

- Contract language for either your company's standard contract terms or a copy of one of your current contracts. This could include:
 - Rates (or rate breakdowns)
 - Minimum time requirements
 - Interpreter availability
 - Technology needs/requirements/compatibility
 - Scheduling systems

- Billing information
- Any additional information you feel may be important for DSHS to be aware of.
- Contact information (including an email address) for any individuals/organizations interested in receiving notice of a Request for Proposal (RFP) to provide this service.

No Contract Award

Response to this RFI is voluntary. The Office of the Deaf and Hard of Hearing will not award any contracts solely on the basis of information received in response to this RFI. Any future contract that may be awarded must comply with state procurement requirements, which will consist of a Request for Proposal (RFP) that may be issued at a later date.

Response Process

Businesses/individuals who wish to respond should submit a response providing the requested information in writing to:

Emily Hill
Sign Language Interpreter Management
Office of the Deaf and Hard of Hearing
PO Box 45301
Olympia, WA 98504-5301

Fax: (360) 902-0855
Telephone: (360) 902-0271
Email: signlanguageinterpreters@dshs.wa.gov

Responses may be mailed, faxed, hand-delivered, or emailed, but must be received by **August 31, 2010**.

All materials submitted in response to this RFI become the property of DSHS. If DSHS receives a request to view or copy your information, DSHS will respond according to applicable law and DSHS policy governing public disclosure.